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Building the Organization Work  
Group & Avoiding Conflict

Coping Skills

The Dev. of Standards in the  
Ind. Dev. & Perf. System

EFFECTIVENESS

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The Effective Use of Power

The Management of Time

Project Management

TRAINING

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MAY 4 1980  
ILLINOIS DOCUMENTS  
Technical Report Writing

Training and Developing  
Subordinates

sponsored by

DIVISION OF EMPLOYEE  
DEVELOPMENT

COURSES

of the

STATE OF ILLINOIS  
DEPARTMENT  
OF PERSONNEL

William J. Boys, Director

## COURSE DESCRIPTIONS

### BUILDING THE ORGANIZATION WORK GROUP AND AVOIDING CONFLICT

The building of an effective working group is the "bottom line" in organizational functioning. The supervisor is concerned with developing a smoothly-operating group that works efficiently in producing a service.

Although we judge ourselves by our intentions, we judge others by their actions. In building the work group, we try to explain our actions and understand others' intentions. The seminar will demonstrate the steps necessary to encourage individuals to cooperate in a cohesive work group. Channeling the energy of employees into a highly productive group of individuals is the goal of every successful supervisor.

September 22

October 20

### COPING SKILLS

Mental health experts are becoming increasingly worried that the price a person has to pay to get to the top is becoming too high. Managers find that the biggest skill required for success is that of coping. Non-management employees also find that the modern world is a difficult environment that grows increasingly unmanageable. Individuals lacking coping skills may develop physical and mental problems, create organizational dysfunction, and exhibit sharply reduced or substandard performance levels. This seminar will give insights into the causes and consequences of job-related stress and practical steps toward developing effective coping skills.

Topics include understanding stress and how it affects you and those around you, taking control of stress, skills for managing stress, and making a plan for coping creatively.

August 14

October 9

November 20

## THE DEVELOPMENT OF STANDARDS IN THE INDIVIDUAL DEVELOPMENT & PERFORMANCE SYSTEM

The knowledge and application of "standards" is critical in understanding and utilizing the Individual Development and Performance System (DP-201MC). In a "pay for performance" system, the anatomy of the job should be understood. A given job is viewed in its several major segments and "standards" are applied to determine how effectively the employee performs in the position and accomplishes results.

September 17 - Springfield

October 23 - Chicago

November 12 - Springfield

## THE EFFECTIVE USE OF POWER

While there are a variety of ways to think about and conceptualize power this program will examine a useful scheme for looking at the power process. The focus will be placed upon how the effective and positive use of power-oriented behavior can benefit the individual manager and the total organization.

October 30

November 19

## THE MANAGEMENT OF TIME

Managers who know where their time is going, who are able to organize themselves in terms of priorities, will be able to plan and perform with maximum effectiveness. The effective use of time is the first step to managerial success. The program demonstrates the competition for discretionary time and the solution thereof, by the delegation of work, controlling crises, and making decisions about priorities. Represented are the many time-demanding aspects of the manager's job: meetings, personnel problems, communication, and personal needs.

September 19

October 3



## PROJECT MANAGEMENT – A SYSTEMS APPROACH

Project Management techniques are becoming increasingly more important in managing and administering the more difficult and complex projects which require effective control over schedules, quality and costs. This seminar/workshop provides managers and supervisors with modern design methods for planning, controlling and implementing projects.

Content of the seminar will include the rationale for project management, systems concepts, management functions, organizing the project team, project management danger signals, project planning and schedule development, the project network, implementing the schedule and management, and making project management successful.

"Working with people"—the area in organizations with the greatest problem potential—is emphasized in the seminar; the role of the individual and the interpersonal skills needed represent the human resources side of project management which complements the technical concerns in systems management.

Models, case situations, discussion groups and visual methods will provide understanding of concept and practice.

September 10

December 3

## TECHNICAL REPORT WRITING

One of the technical professional's most important duties is the writing of formal and informal reports. Whether you are an engineer, a chemist, a psychologist, or a subject area specialist, you must write readable reports that get results.

This comprehensive two-day workshop will emphasize theories of writing, examples of good reports, and applications of the techniques learned from the theories and examples. The workshop will serve to acquaint participants with the most efficient methods of report writing, to sharpen writing skills, to reduce the time it takes to proofread reports, and to improve the effective editing and management of technical writing.

September 8, 9

November 5, 6

(continued on reverse side)

## COURSE DESCRIPTIONS (continued)

### TRAINING AND DEVELOPING SUBORDINATES

The manager must oversee not only the work of the unit but also the training of subordinates. In-service training leads to more productive and happier employees. This seminar will provide participants with methods they can use to orient new employees, to give in-service training on a planned basis, to recognize training needs, and to solve performance problems before they occur.

July 17

November 10

### GENERAL INFORMATION

New to the schedule this year are the Effectiveness Training Courses which consist of over 30 workshops a year on eight diversified topics. State employees only are eligible to attend. No fees are charged, but costs for travel, lodging, meals and other expenses are not the responsibility of the Department of Personnel.

Topics in this series are primarily geared to meet the needs of the supervisory-managerial work force. The Department of Personnel reserves the right to restrict participation by any one agency and to cancel or postpone seminars for which there is insufficient registration.

Groups are limited in size to thirty participants and applications will be processed on a first-come/first-served basis.

### TIME SCHEDULE

Programs in this series begin at 9:00 a.m. and dismiss at 4:30 p.m. All programs, with one exception, will be held in Room 504, William G. Stratton Office Building, Spring and Monroe, Springfield. The Chicago program is scheduled at DePaul University, 25 East Jackson Boulevard. The officer at the door will have the room assignment. Informal attire is suggested.

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## APPLYING FOR REGISTRATION

Registrations are handled by mail. The tear-off application should be submitted promptly since some seminars are likely to be oversubscribed. Please follow carefully the directions on the application form since it will also be used to notify applicants of action taken.

### The Executive Development Program

The executive level seminar consists of a week-long experience (for both state and local governmental administrators) in the lovely setting of Allerton Park near Monticello, Illinois. This program is fully explained in a special brochure available by calling the Division of Employee Development.

### Management Institutes

The thirteenth season of Management Institutes began in February, 1980. Each Institute is a one-day conference starting at 9 a.m. and ending mid-afternoon. They are presented by top management authorities and are designed for managerial personnel in State government. However, representatives from business, industry, and from local/federal government are invited to participate at \$15 per institute. There is no charge for State employees.

The Institutes are conducted at the Holiday Inn East, 3100 South Dirksen Parkway, Springfield, Illinois. Tickets must be obtained in advance.

NOTE: Special brochures on all programs above may be secured by calling 217/782-6442.

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**TO THE APPLICANT:**

This is to notify you of the action taken on your application for admission to our seminar program. If you have been registered and find that you cannot attend, please advise us promptly by telephone: AC 217 / 782-6442. Thank you for your interest in our services.

**NOTICE: IN ORDER TO RECEIVE CREDIT, THE PARTICIPANT MUST BE IN ATTENDANCE FOR THE ENTIRE PROGRAM.**

**Illinois Department of Personnel  
Division of Employee Development  
504 William G. Stratton Building  
Springfield, Illinois 62706**

(This section for office use only.)

☐ You are accepted and registered in the seminar of your choice.

☐ We are sorry but the seminar was filled prior to receiving your application.

☐ We regret that this seminar had to be cancelled/postponed.

☐ Application returned. (See remarks.)

Remarks:



(Tear off and mail to pre-addressed office shown on reverse side.)

**APPLICATION FOR SEMINAR REGISTRATION**

Note: Failure to complete form properly may result in delay or denial of registration.

(Make certain full name and office address are printed in the box below.)

Name of Applicant \_\_\_\_\_  
Dept./Agency (if not printed in box) \_\_\_\_\_ Title of Seminar \_\_\_\_\_  
Office Phone: AC \_\_\_\_/\_\_\_\_ Payroll title: \_\_\_\_\_  
Date of seminar \_\_\_\_\_  
(Please type or print name and office address within area below. This form will be mailed back to you.)

Authorization for employee to attend by:

\_\_\_\_\_  
SIGNATURE - AGENCY APPROVAL

**Note:** You may reproduce this form if additional copies are needed. Use separate form for each seminar selected.

(Failure to complete form properly may result in delay or denial of registration.)